

Broome County  
**Office for  
Aging** 

*...bringing seniors and services together*

**Annual  
Report  
2012**

## **Agency Mission**

The mission of the Broome County Office for Aging is to improve and enrich the quality of life for all older persons in Broome County.

The Office for Aging:

- ✓ Promotes the dignity and independence of the older person.
- ✓ Ensures that comprehensive and coordinated services are brought to bear on the needs of older persons.
- ✓ Fosters public awareness of the value and contribution of older persons to the community.

The guiding policy of the mission is to implement the mandates and requirements of federal and state regulations pertaining to the elderly. These are provided in federal law under the Older Americans Act, and in state law under the New York State Community Services for the Elderly Act and the regulations governing the Expanded In-home Services for the Elderly Program (EISEP). Other program requirements come from the U.S. Department of Agriculture, the federal and state Departments of Social Services, and the NYS Department of Health.



# Broome County Office for Aging

Debra A. Preston, County Executive . Kathleen Bunnell, Director

July 31, 2013

Debra A. Preston  
Broome County Executive  
Edwin L. Crawford County Office Building  
Binghamton, NY 13901

Dear Ms. Preston:

I am pleased to submit to you the Office for Aging Annual Report 2012. The report details the many ways that the Office for Aging served our growing senior community last year.

During 2012, the Office for Aging provided services and benefits for 12,420 individuals; of these, 10,992 were age 60 or older. In addition, the Office for Aging had multiple contacts with unidentified seniors and caregivers. The Office for Aging provides a diverse array of services that are designed to promote independence. Central to this effort is the Senior Resource Line which handled 11,502 calls from seniors and caregivers seeking help in linking to services and benefits. The main requests for information were focused on financial issues—including health insurance and prescription drug coverage, home health care, transportation and housing. Our nutrition program provided over 268,000 meals at senior centers and to homebound individuals. Over 18,600 hours of personal care helped people to remain in their home.

The total budget for the year was \$5,445,147; this is a 3.5% decrease from the previous year. State funding for two major programs (Community Services for the Elderly, and Expanded In-Home Services Program) shrank as the 2010 census numbers were used to redistribute funding across the state. Funding from the Older Americans Act funding was reduced slightly over previous years. Client contributions and direct billing continued to play a major role in maintaining programs; they represented 16.77% of the total operating budget.

The accomplishments of the Office for Aging are the result of the work of a dedicated staff, the commitment of our contract agencies, and the enthusiasm of numerous volunteers. With the growth of our elderly population we have many opportunities and challenges ahead of us as a county. The Office for Aging will continue to take a leadership role in helping the community prepare for its future.

Respectfully submitted,

Kathleen Bunnell  
Director

## Highlights

### Better Balance for Broome

In an effort to reduce the incidence of hospitalizations due to falls in the age 65+ population, several local organizations have partnered to offer evidence based programs and balance clinics under the umbrella of Better Balance for Broome. Two balance clinics served 117 people in 2012. Stepping On, an evidence based program, had four programs in the community serving 56 people. Tai Chi: Moving for Better Balance had 3 classes and served 49 people.

### Healthier Menus

Funded by a grant from the New York State Department of Health and the Centers for Disease Control, the Office for Aging worked with Broome County Central Foods to identify and adapt several recipes with high sodium content; the total sodium content in meals served at senior centers and to the home-bound was reduced by over 20% in the last two years. The Office for Aging began posting the sodium and caloric content of its menu items on the Broome County web site. Many individuals have reported that this posting is important in helping them make healthier decisions about their diet.



### Senior Center Exercises

The Office for Aging offered a variety of exercise opportunities at the senior centers including Zumba, a new Toning and Zumba class, chair exercise classes, bone saver classes, chair yoga, line dancing, beginner gentle yoga, tai chi, and a staying fit & healthy class. Five senior centers also provide access to exercise equipment.

### Senior Center Usage

A study found that Broome County senior centers are utilized for a variety of activities in addition to meals. While 59% of those who attend a senior center come for meals and activities, 41% come to participate in an activity without eating a meal.

### Yellow Dot Program

The Office for Aging worked with the Broome County Sheriff's Office to bring the Yellow Dot Program to 1,500 Broome County senior drivers and their passengers. A yellow dot on the rear window of the vehicle tells first responders that medical information and emergency contacts for the driver and any regular passengers can be found in the glove compartment. This program helps first responders provide appropriate life-saving medical attention during that first "golden hour" after a crash or other emergency.



## Seniors in Broome County

The 2010 Census shows 200,600 people living in Broome County; of these 44,485 are age 60 and above. One in 4.5 people residing in Broome County are seniors. Elders make up a higher proportion of the population in Broome County than they do in the state and national populations. While those age 60 plus are 22% of the Broome County population, seniors comprise 19% of the New York State population and 18% of the national population.

### By Age, Seniors Served by OFA in Comparison to County Population – 2012

Age	2010 Census	Known Served 2012	Percent of this Age Group Served
60+	44,485	10,992	25%
75+	17,176	5,899	34%
85+	5,637	2,463	44%

### Targeted Populations

The Office for Aging is federally mandated to assure that certain targeted populations (which have been identified as most likely to need services) receive services in proportion to their presence in the Broome County senior population. The targeted senior populations include women, racial or ethnic minorities, low income individuals (at or below 150% of the federal poverty level) and those with the greatest social need (currently measured by counting those who live alone).

### Percentage of Targeted Population Served - 2012

Targeted Population	Percent of 60+ population in 2010 census	Percent of 60+ population served by OFA in 2012
Women	57%	64.7%
Minorities	3.96%	3.2% (all minorities)
Low-income	Undetermined*	7.1%
Live alone	29%	43.6%

### 2012 Federal Poverty Guidelines\*

SIZE OF HOUSEHOLD	100% POVERTY	150% POVERTY
1	\$11,170	\$16,755
2	\$15,130	\$22,695
3	\$19,090	\$28,635

\*2012 Health and Human Services Guidelines as published in  
Federal Register Vol. 77, No. 7, January 30, 2011

## Cost of Service Delivery by Category

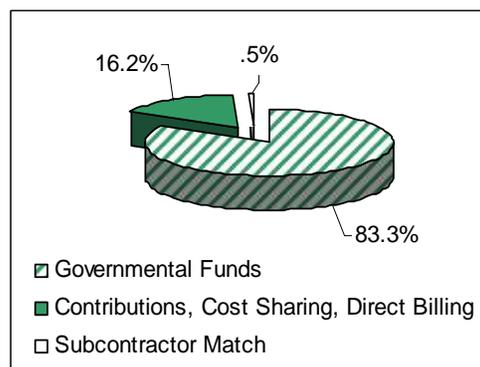
<b>Access Programs</b>	
Caregiver Services	\$130,904
Information and Assistance: <i>Senior News</i>	\$26,102
Information and Assistance: Senior Resource Line	\$389,878
<b>Total</b>	<b>\$546,884</b>

<b>Benefit Programs</b>	
Foster Grandparent Program	\$282,167
Home Energy Assistance Program (HEAP)	\$98,803
Home Repair Program	\$15,000
Senior Helpers Program	\$22,695
<b>Total</b>	<b>\$418,665</b>

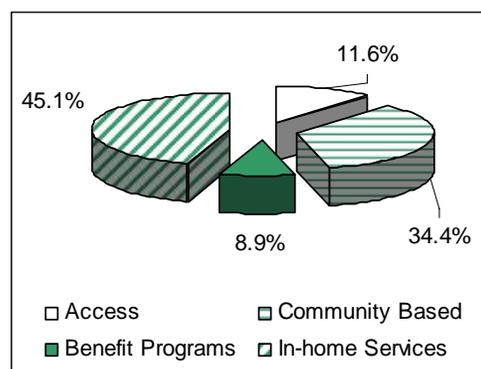
<b>Community Based Services</b>	
Health and Wellness Programs	\$132,803
Health Insurance, Information, and Counseling Assistance Program (HIICAP)	\$42,741
Legal Services	\$33,410
Senior Center Meal Program	\$921,194
Social Adult Day Care Program	\$246,183
Transportation Program	\$197,266
Weatherization Referral, Assistance and Packaging (WRAP)	\$51,365
<b>Total</b>	<b>\$1,624,962</b>

<b>In Home Services</b>	
Caregiver Services: In Home Respite	\$14,869
Home Delivered Meals Program	\$1,099,163
IHS: Case Management	\$484,118
IHS: Consumer Directed Services	\$76,035
IHS: PERS Units	\$27,717
IHS: Personal Care/Chore	\$363,712
IHS: Shopper Program	\$33,864
Mental Health Counseling	\$26,951
<b>Total</b>	<b>\$2,126,429</b>

### Source of Operating Funds 2012



### Service Expenditures 2012



## Services Provided

<b>Caregiver Services</b>	
Information, training, consultation, respite, and support for caregivers to the elderly	
• Unduplicated caregivers served	542
• Participants in caregiver training	359
• Respite hours	675
<b>Foster Grandparent Program</b>	
Volunteers work with special needs children	
• Unduplicated number of Foster Grandparents	70
• Hours of service provided by the Foster Grandparents	58,308
• Stipend dollars delivered to low-income volunteers	\$154,518
<b>Health and Wellness Program</b>	
Fostering the health and well-being of older people through social interaction, educational workshops, and physical activities	
• Attendance at health promotion activities	24,078
• Number of recreation/education activities offered	6,956
• Participants in Nutrition education classes	4,308
<b>Health Insurance Information, Counseling and Assistance Program</b>	
Free, unbiased and confidential assistance with health insurance questions and concerns provided through Action for Older Persons, Inc and the Office for Aging	
• Unduplicated clients receiving individual counseling	1,177
• Estimated (annual) dollar savings	\$820,349
• Participants in HIICAP educational programs	1,085
<b>Home Delivered Meals</b>	
Healthy meals delivered to the homebound	
• Unduplicated clients served	692
• Number of meals provided	178,881
• Average number of clients per day	320
<b>Home Energy Assistance Program</b>	
Certification of low-income seniors for help with energy expenses	
• Applications certified for a benefit	2,261
• Total benefits awarded to low-income households	\$970,235
<b>Home Repair Program</b>	
Home repair services for low-income seniors provided by the First Ward Action Council	
• Unduplicated households served	33
• Number of repairs	121
<b>In-Home Services Unit</b>	
In-home assessment, homemaker and personal care services, shopping and Personal Emergency Response services for the homebound	
• Unduplicated clients served	1,000
• Personal care and chore hours	18,645

• Case management hours	5,067
• Shopper Program: unduplicated clients served	56
• Shopper Program: one way shopping trips	1,600
• PERS Units: Unduplicated clients served	84
<b>Information and Assistance/Senior Resource Line</b>	
Central source of accurate, up-to-date information about benefits, programs and services for seniors and caregivers	
• Unduplicated clients	4,109
• Information and assistance contacts	11,502
• Referrals	4,843
• Average monthly copies of Senior News distributed	7,386
<b>Legal Services</b>	
Legal advice and representation in civil matters to seniors who can't afford private counsel provided through the Legal Aid Society of Mid-New York	
• Unduplicated clients	273
• Hours of service	514
<b>Mental Health Services</b>	
Telephone resource and referral, in-home assessments and counseling provided through the HOME Program and the Family and Children's Society	
• HOME Program unduplicated clients	162
• Family and Children's Society hours of service	826
<b>Senior Centers</b>	
Ten sites offering socialization, nutritious meals, wellness activities, and assistance.	
• Unduplicated participants	3,664
• Meals provided	89,479
<b>Senior Helpers Program</b>	
Employment referral service matching older workers to private for in-home jobs	
• Number of successful job matches	890
• Unduplicated employers who hired a Senior Helper	615
• Unduplicated Senior Helpers matched to a job	214
<b>Social Adult Day Program</b>	
Socialization for frail elders or those with dementia; also provides family respite	
• Unduplicated clients served	124
• Hours of service provided	44,563
<b>Transportation</b>	
Transportation provided by Broome Transit: OFA Mini Bus, BC Country, BC Lift	
• Unduplicated clients	498
• One-way trips	24,434
<b>Weatherization Referral, Assistance and Packaging</b>	
Assistance with home repairs that improve energy efficiency and safety	
• Unduplicated clients	300
• Total dollars leveraged for clients	\$159,595

## Volunteers Make It Happen

***The Office for Aging relies on hundreds of volunteers to deliver programs and services to Broome County seniors and caregivers. A total of 56,599 hours were volunteered.***

### **Senior Centers: 25,121 hours**



Volunteers in the ten senior centers have a variety of responsibilities from welcoming guests, serving food, organizing special events, leading exercise programs, teaching craft and quilting classes, and educating and informing their peers through the Positive Aging program and others.

### **Home Delivered Meals: 21,777 hours**

Two-person teams of volunteers deliver meals to the homebound.



### **Tax Counseling for the Elderly: 5,805 hours**

Volunteers working with the AARP Foundation Tax Aide Program help low-income and elderly tax payers with their annual income tax returns.



**Shopping Service: 1,600 hours**

Volunteers working the American Red Cross—Southern Tier Chapter make weekly grocery shopping trips for the homebound.

**Health Insurance Information, Counseling, and Assistance Program: 769 hours**

Volunteers working with Action for Older Persons, Inc. provide unbiased and confidential one-on-one counseling to seniors faces with difficult health insurance choices.

**Yesteryears: 658 hours**

Volunteers help enhance the experience for social adult day care participants.

**Senior Games: 435 hours**

Volunteers organize and run the many events of the annual Broome County Senior Games.

**Help in the office: 252 hours**



Volunteers assist with office operations in a variety of ways; for example, preparing donation envelopes, conducting surveys, and logging in HEAP applications.



**Advisors: 183 hours**

Volunteers serve on the Office for Aging Advisory Council, the Foster Grandparent Program Advisory Council, the Meals on Wheels Steering Committee and the Senior Center Steering Committee. Their input helps guide the way services are delivered.



## Client Satisfaction

### **A Caregiver Support Group member:**

I need the support that I get from this group. I feel like the others who attend really understand me.

### **A Foster Grandparent:**

The FGP Program has given me a purpose in my life and I love working with all the children. The teachers & children are all very good to me. They make me feel like I'm important.

### **A Home Delivered Meals recipient:**

I eat your diabetic meals – I get them every day, and the doctor is AMAZED – the meals keep me at a perfect score of 6! I've been getting the score of 6 ever since I started Meals on Wheels. The doctor asks me how I do it ... I tell him it's not me, it's because I eat the Meals on Wheels. I eat everything I get – even if they send me Brussels sprouts and broccoli, I EAT it (and I've even learned to enjoy them!) because it's keeping my diabetes in such good control!

### **A HEAP recipient:**

It means the world. It gives me that little edge... a wonderful, wonderful program.

### **A HIICAP education session participant:**

Thanks so much, your knowledge and help to the seniors in our community is invaluable!

### **A Home Repair service recipient:**

It is very hard to accept help but everybody was so helpful. Thank you. I am so grateful.

### **A Nutrition Counseling participant:**

Your dietitian came to my home to talk about the food I eat and how I can improve my diet. I learned a lot from her and I am eating healthier foods now.

### **Daughter of a personal care recipient:**

My mother has formed a strong bond with the aide. She trusts her to help her with her shower. You have no idea how good that is.

### **A recipient of HOME services:**

As long as I know you are still coming, I feel good after you visit. What do people do if they don't have someone like you? If you've helped other people like you've helped me, you're ok!

### **The wife of a Yesteryears participant:**

I value my time to be me and I am grateful that as fine a program as Yesteryears exists here in Broome County. We both thank OFA for all Yesteryears means in our lives. And there just aren't words for how gracious and sensitive the staff is to both of our needs.

### **A Senior Center participant:**

I love coming to the senior center, I have joined the morning Zumba and stretch classes and after class, I help out at the sandwich bar and then I have a great lunch with my new friends. The senior center has given me a new life.

### **A Senior Helper employer:**

I just can't praise the Senior Helper enough for the love and quality care she showered upon my mom during the month she was caring for her.

### **Shopper Program participant:**

Getting regular groceries is a worry I do not have thanks to the shopper program. The shoppers are all so caring and helpful.

### **An OFA Mini-bus rider:**

It provides affordable rides with great drivers.

## **Contract Agencies**

Action for Older Persons, Inc.	Jeanne Straccuzzi, Registered Dietitian
American Red Cross	Johnson City Senior Community Center
Southern Tier Chapter	Legal Aid Society of Mid-New York
Broome County Central Food	Metro Interfaith Housing Corporation
Nutrition Services	Project H.E.A.R.
Broome Transit	Retired Senior Volunteer Program
Catholic Charities	Southern Tier Independence Center
First Ward Action Council	Stafkings
GTL Link to Life	The Family and Children's Society of
Homemakers of Broome (Caregivers)	Broome County, Inc.
Ideal Senior Living Center	Willow Point Nursing Home
Interim Health Care Systems	Yellow Medi-Van and Taxi, Inc.

## **Advisory Council Membership**

### ***Broome County Office for Aging Advisory Council***

Henry Ausby	Saraan Delafield	Elsie Logan
Cindy Burger	Barbara Furch	Patricia Macumber
John Choynowski	Kathy Imm-Banovic	Karen McMullen
Kathy Cramer	Terry Joggerst	Harold Snopek
Michael Danaher	Pam Klesse	Bill Tomic

### ***Foster Grandparent Advisory Council***

Don Bennett	Mary Greenmun	Mary Zulko
Ron Dillingham	Tim McMullin	
Peter Fuerst	Jim Pittsley	

### ***Senior Center Steering Committee***

Ann Allen	Virginia Haugen	Marlene Toth
George Allen	Al Kline	Ron Toth
Joann Birmingham	Nancy Leitner	Russell Wanchisen
Ruth Butts	Edward Mack	Gene Wincek
Victoria Cempa	Mary Maricle	Eva Wincek
Sharon Ely		